

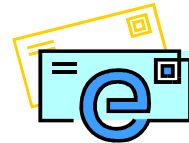
August 13, 2007
Issue 1



A newsletter for Region 1—WorkOne associates & partners

Working as One

Keeping you in the Loop with *Working as One*



We hope you'll read and contribute to this bi-weekly e-newsletter that will be popping up in your e-mail! In effort to keep every single individual staffed inside our 12 WorkOne sites throughout Region-1 informed on what's going on throughout the region, we felt that using e-mail technology to reach out to you would work best.

To contribute or to submit informational ideas, please contact Shaunna Finley or Barb Grimsgard at 219-462-2940 or e-mail at sfinley@innovativeworkforce.com or bgrimsgard@innovativeworkforce.com

ArcelorMittal Utilizes WorkOne

ArcelorMittal approached WorkOne for assistance with pre-screening, and over the last few months the Gary and Hammond WorkOne system pre-screened close to 1,150 applicants for the company through the state's free job bank—the CS3 system.

To date, out of those pre-screened, ArcelorMittal has been provided with 162 referrals for 13 various management and labor positions they had open in their East Chicago and Burns Harbor locations.

Special thanks to those folks at our Gary and Hammond WorkOne, who so patiently and professionally handled the prospects who came in to get registered on CS3 for the Arcelor-Mittal positions!

Service Beyond Expectation—3 sites Wow 'em

What do your customer's think and see as they step through your doors? Are you greeting and offering services to the arriving customer or is it the customer's responsibility to ask for more information?

Providing excellent service is about meeting the expectations of your customers in a way that makes them leave feeling "WOW'd!"

Recently you may have connected with one of our customer service evaluators or "mystery shoppers" and didn't even know it! They were selected to give feedback on the following: office atmosphere, customer friendliness, staff knowledge, functional approach service, and the look and feel of the office.

All 12 WorkOne offices were visited and we were pleased to find functional alignment and integration was present in all locations and *congratulations* to East Chicago, Gary, and LaPorte — they received customer service five star ratings!

WOW: One office won the heart of the evaluator when they talked about benefits offered at their WorkOne including free computer workshops. That was a WOW! moment which the evaluator will be passing along to others.

YIKES: The use of terms and symbols by one WorkOne staffer threw the mystery shopper off. Remember that the use of terms (CS3), IRA, I & R etc. without explanation is meaningless to a majority of those coming through the doors of a WorkOne. Further explanation of the term or acronym would be wise.

WOW: The evaluators also reported they were not able to distinguish one organization's staff from another. Which means the integration process is working!

*Keep up the
Good Work!*

